



Board of Directors



OUR VISION

*A transparent,
integrated enterprise
where technology
decisions are made
with the citizen in mind*

—

OUR MISSION

*To provide technology
leadership to the state
of Georgia for sound IT
enterprise management*

June 10, 2021

Agenda

Welcome

Introduction of New Board Member

Resolution

Approval of Minutes of March 11, 2021

Executive Director's Report

Financial Update and FY2022 Budget

Overview of Data Sales

Legislative Update

GTA's Service Delivery Model – Introduction of Vendor Partners

GETS Governance

Executive Session

Closing and Adjournment



gta
GEORGIA
TECHNOLOGY
AUTHORITY

Resolution



Executive Director's Report

Calvin Rhodes

State CIO and GTA Executive Director



Financial Update

Joe Webb

GTA Deputy Executive Director

Financial Performance FY2021

	FY21 Budget	FY21 Variance	FY21 Projection
REVENUES:			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$7,468,696	\$286,871	\$7,755,567
Infrastructure Revenue	\$90,186,394	\$8,475,000	\$98,661,394
MNS Revenue	\$70,690,935	(\$5,337,186)	\$65,353,749
Revenue from Sale of Data	\$42,000,000	\$6,114,165	\$48,114,165
Revenue from Retained Services	\$9,952,169	\$1,944,961	\$11,897,130
Total Operating Revenue:	\$220,298,194	\$11,483,811	\$231,782,005
Total Non-operating Pass-through Revenue	\$3,027,979	\$2,707,095	\$5,735,074
TOTAL REVENUE:	\$223,326,173	\$14,190,906	\$237,517,079
EXPENSES:			
Personnel	\$25,099,596	(\$993,544)	\$24,106,052
Regular Operating Expense	\$1,690,923	(\$1,128,817)	\$562,106
IT Supplies & Software Expense	\$8,835,140	\$1,255,704	\$10,090,844
Rent	\$2,071,765	\$1,317	\$2,073,082
Telecommunications	\$3,875,210	\$194,664	\$4,069,874
Contracts	\$172,939,340	\$11,968,171	\$184,907,511
Transfers	\$3,572,000	(\$359,226)	\$3,212,774
Other Financing	\$402,198	(\$342,488)	\$59,710
Total Operating Expenses:	\$218,486,172	\$10,595,781	\$229,081,953
Total Non-Operating Pass-through Expenses	\$6,315,266	\$890,681	\$7,205,947
TOTAL EXPENSES:	\$224,801,438	\$11,486,462	\$236,287,900
Budget Basis Surplus/ (Deficit)	(\$1,475,265)	\$2,704,444	\$1,229,179
Non-Budgeted Transfers (Federal Payback - 7 of 8)	\$3,030,358	\$0	\$3,030,358
Net Income/(Loss)	(\$4,505,623)	\$2,704,444	(\$1,801,179)
Authorized Positions	181	0	181

Financial Performance FY2021 (Operating)

	FY21 Budget	FY21 Variance	FY21 Projection
REVENUES:			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$7,468,696	\$286,871	\$7,755,567
Infrastructure Revenue	\$90,186,394	\$8,475,000	\$98,661,394
MNS Revenue	\$70,690,935	(\$5,337,186)	\$65,353,749
Revenue from Sale of Data	\$42,000,000	\$6,114,165	\$48,114,165
Revenue from Retained Services	\$9,952,169	\$1,944,961	\$11,897,130
Total Operating Revenue:	\$220,298,194	\$11,483,811	\$231,782,005
EXPENSES:			
Personnel	\$25,099,596	(\$993,544)	\$24,106,052
Regular Operating Expense	\$1,690,923	(\$1,128,817)	\$562,106
IT Supplies & Software Expense	\$8,835,140	\$1,255,704	\$10,090,844
Rent	\$2,071,765	\$1,317	\$2,073,082
Telecommunications	\$3,875,210	\$194,664	\$4,069,874
Contracts	\$172,939,340	\$11,968,171	\$184,907,511
Transfers	\$3,572,000	(\$359,226)	\$3,212,774
Other Financing	\$402,198	(\$342,488)	\$59,710
Total Operating Expenses:	\$218,486,172	\$10,595,781	\$229,081,953
Budget Basis Surplus/ (Deficit)	\$1,812,022	\$888,030	\$2,700,052
Non-Budgeted Transfers (Federal Payback - 7 of 8)	\$3,030,358	\$0	\$3,030,358
Net Income/(Loss)	(\$1,218,336)	\$888,030	(\$330,306)
Authorized Positions	181	0	181

Financial Performance FY2021 (Non-Operating Pass-Through)

	FY21 Budget	FY21 Variance	FY21 Projection
REVENUES:			
Non-operating Pass-through Revenue			
Broadband	\$46,265	\$13,448	\$59,713
Revenue from CJEP e-filing	\$0	\$3,100	\$3,100
Georgia Cyber Center GTA 60001	\$0	\$0	\$0
Georgia Cyber Center Bldg 1 95150/95300	\$220,000	(\$186,170)	\$33,830
Georgia Cyber Center Bldg 2 95675	\$0	\$0	\$0
Georgia Cyber Center - Parking Deck 52075	\$0	\$0	\$0
Georgia Cyber Center - Build Out - RF 70356	\$1,356,782	\$693,607	\$2,050,389
Georgia Cyber Center - Build Out - BF 96356	\$0	\$716,208	\$716,208
Georgia Cyber Center - 12th Street 52DOT	\$0	\$0	\$0
Georgia Cyber Center - Operating Costs 94200	\$1,404,932	(\$330,234)	\$1,074,698
Georgia Cyber Center - Tenant Reimbursable 40356	\$0	\$0	\$0
AU MOU for Cyber DevOps Engineer	\$0	\$0	\$0
Georgia Cyber Center - 98051645ANG - 70356	\$0	\$198,729	\$198,729
Georgia Cyber Center - 98051646MS - 94200	\$0	\$91,450	\$91,450
Georgia Cyber Center - 98051646PAR2 - 70356	\$0	(\$29,600)	(\$29,600)
Georgia Cyber Center - 98051646PER - 40PER	\$0	\$193,335	\$193,335
Georgia Cyber Center - TWC - 40TWC	\$0	\$130,348	\$130,348
GA Cyber - SOC - 40SOC	\$0	\$160,760	\$160,760
GA Cyber Center - 98051646ECS	\$0	\$211,321	\$211,321
40MOS - 98051646MOSAIC	\$0	\$209,148	\$209,148
70ABU - 98051646ABU	\$0	\$0	\$0
40SRN - 98051646SRNS	\$0	\$274,744	\$274,744
GA Cyber - Scientific Research - 40SRC	\$0	\$356,901	\$356,901
Total Non-operating Pass-through Revenue	\$3,027,979	\$2,707,095	\$5,735,074

	FY21 Budget	FY21 Variance	FY21 Projection
EXPENSES:			
Non-Operating Pass-through Expenses			
Broadband	\$0	\$1,612,781	\$1,612,781
CJCC e-filing	\$0	\$15,300	\$15,300
Georgia Cyber Center GTA 60001	\$4,514,334	(\$3,761,950)	\$752,384
Georgia Cyber Center Bldg 1 95150/95300	\$220,000	(\$41,220)	\$178,780
Georgia Cyber Center Bldg 2 95675	\$0	\$0	\$0
Georgia Cyber Center - Parking Deck 52075	\$0	\$0	\$0
Georgia Cyber Center - Build Out - RF 70356	\$0	\$549,599	\$549,599
Georgia Cyber Center - Build Out - BF 96356	\$0	\$909,629	\$909,629
Georgia Cyber Center - 12th Street 52DOT	\$0	\$0	\$0
Georgia Cyber Center - Operating Costs 94200	\$1,404,932	(\$1,404,932)	\$0
Georgia Cyber Center - Tenant Reimbursable 40356	\$0	\$0	\$0
AU MOU for Cyber DevOps Engineer	\$176,000	(\$146,670)	\$29,330
Georgia Cyber Center - 98051645ANG - 70356	\$0	\$0	\$0
Georgia Cyber Center - 98051646MS - 94200	\$0	\$17,574	\$17,574
Georgia Cyber Center - 98051646PAR2 - 70356	\$0	\$0	\$0
Georgia Cyber Center - 98051646PER - 40PER	\$0	\$72,524	\$72,524
Georgia Cyber Center - TWC - 40TWC	\$0	\$389,429	\$389,429
GA Cyber - SOC - 40SOC	\$0	\$973	\$973
GA Cyber Center - 98051646ECS	\$0	\$316,639	\$316,639
98051646SRC	\$0	\$599,562	\$599,562
40MOS - 98051646MOSAIC	\$0	\$604,984	\$604,984
70ABU - 98051646ABU	\$0	\$46,532	\$46,532
40SRN - 98051646SRNS	\$0	\$251,757	\$251,757
Other Financing - Cyber Center	\$0	\$858,170	\$858,170
Total Non-Operating Pass-through Expenses	\$6,315,266	\$890,681	\$7,205,947

Budget Basis Surplus/ (Deficit)

(\$3,287,287)

\$1,816,414

(\$1,470,873)

Financial Performance at a Glance

**STATE REVENUE
SHOWS INCREASE**

13.1%

FY21 revenue 13.1%
higher than the prior
fiscal year

**DATA SALES REVENUE
CONTINUES MODERATE
GROWTH AND STABILITY**

\$48 million

FY21 revenue 14.56%
higher than projected
through April

**CONTINUED FOCUS
ON INVOICE
COLLECTIONS**

26.7 days

Accounts Receivable
turnover as of April; well
under 45-day target



FY2022 Proposed Budget

FY2021 Budget vs. FY2022 Budget

	FY2021 Budget	FY2022 Budget	Variance
REVENUES:			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$7,468,696	\$7,609,817	\$141,121
Infrastructure Revenue	\$90,186,394	\$99,685,249	\$9,498,855
MNS Revenue	\$70,690,935	\$64,816,159	(\$5,874,776)
Revenue from Sale of Data	\$42,000,000	\$46,100,000	\$4,100,000
Revenue from Retained Services	\$9,952,169	\$12,076,609	\$2,124,440
Total Operating Revenue:	\$220,298,194	\$230,287,834	\$9,989,640
Total Non-operating Pass-through Revenue	\$3,027,979	\$7,053,329	\$4,025,350
TOTAL REVENUE:	\$223,326,173	\$237,341,163	\$14,014,990
EXPENSES:			
Personnel	\$25,099,596	\$24,848,686	(\$250,910)
Regular Operating Expense	\$1,690,923	\$1,666,327	(\$24,596)
IT Supplies & Software Expense	\$8,835,140	\$13,577,321	\$4,742,181
Rent	\$2,071,765	\$2,064,992	(\$6,773)
Telecommunications	\$3,875,210	\$4,924,225	\$1,049,015
Contracts	\$172,939,340	\$180,929,215	\$7,989,875
Transfers	\$3,572,000	\$3,572,000	\$0
Other Financing	\$402,198	\$30,005	(\$372,193)
Total Operating Expenses:	\$218,486,172	\$231,612,771	\$13,126,599
Total Non-Operating Pass-through Expenses	\$6,315,266	\$7,185,329	\$870,063
TOTAL EXPENSES:	\$224,801,438	\$238,798,100	\$13,996,662
Budget Basis Surplus/ (Deficit)	(\$1,475,265)	(\$1,456,937)	\$18,328
Non-Budgeted Transfers (Federal Payback)	\$3,030,358	\$3,030,358	\$0
Net Income/(Loss)	(\$4,505,623)	(\$4,487,295)	\$18,328
Authorized Positions	181	181	0

Proposed FY2022 Budget

	FY2022 Budget
REVENUES:	
State Appropriated Funds	\$0
GTA Administrative Fees	\$7,609,817
Infrastructure Revenue	\$99,685,249
MNS Revenue	\$64,816,159
Revenue from Sale of Data	\$46,100,000
Revenue from Retained Services	\$12,076,609
Total Operating Revenue:	\$230,287,834
Total Non-operating Pass-through Revenue	\$7,053,329
TOTAL REVENUE:	\$237,341,163
EXPENSES:	
Personnel	\$24,848,686
Regular Operating Expense	\$1,666,327
IT Supplies & Software Expense	\$13,577,321
Rent	\$2,064,992
Telecommunications	\$4,924,225
Contracts	\$180,929,215
Transfers	\$3,572,000
Other Financing	\$30,005
Total Operating Expenses:	\$231,612,771
Total Non-Operating Pass-through Expenses	\$7,185,329
TOTAL EXPENSES:	\$238,798,100
Budget Basis Surplus/ (Deficit)	(\$1,456,937)
Non-Budgeted Transfers (Federal Payback - 8 of 8)	\$3,030,358
Net Income/(Loss)	(\$4,487,295)
Authorized Positions	181

Proposed FY2022 Budget (Operating)

	FY2022 Budget
REVENUES:	
State Appropriated Funds	\$0
GTA Administrative Fees	\$7,609,817
Infrastructure Revenue	\$99,685,249
MNS Revenue	\$64,816,159
Revenue from Sale of Data	\$46,100,000
Revenue from Retained Services	\$12,076,609
Total Operating Revenue:	<u>\$230,287,834</u>
EXPENSES:	
Personnel	\$24,848,686
Regular Operating Expense	\$1,666,327
IT Supplies & Software Expense	\$13,577,321
Rent	\$2,064,992
Telecommunications	\$4,924,225
Contracts	\$180,929,215
Transfers	\$3,572,000
Other Financing	\$30,005
Total Operating Expenses:	<u>\$231,612,771</u>
Budget Basis Surplus/ (Deficit)	(\$1,324,937)
Non-Budgeted Transfers (Federal Payback - 8 of 8)	\$3,030,358
Net Income/(Loss)	(\$4,355,295)
Authorized Positions	181

Proposed FY2022 Budget

(Non-Operating Pass-through)

	FY2022 Budget
REVENUES:	
Non-operating Pass-through Revenue	
Broadband	\$1,795,000
Revenue from CJEP e-filing	\$100,000
Georgia Cyber Center GTA 60001	\$0
Georgia Cyber Center Bldg 1 95150/95300	\$1,148,563
Georgia Cyber Center Bldg 2 95675	\$0
Georgia Cyber Center - Parking Deck 52075	\$0
Georgia Cyber Center - Build Out - RF 70356	\$2,893,596
Georgia Cyber Center - Build Out - BF 96356	\$0
Georgia Cyber Center - 12th Street 52DOT	\$0
Georgia Cyber Center - Operating Costs 94200	\$1,116,170
Total Non-operating Pass-through Revenue	\$7,053,329
EXPENSES:	
Non-Operating Pass-through Expenses	
Broadband	\$1,795,000
CJCC e-filing	\$100,000
Georgia Cyber Center GTA 60001	\$132,000
Georgia Cyber Center Bldg 1	\$0
Georgia Cyber Center Bldg 2	\$0
Georgia Cyber Center - Parking Deck	\$0
Georgia Cyber Center - Build Out - Rental	\$2,893,596
Georgia Cyber Center - Build Out - Bond	\$1,148,563
Georgia Cyber Center - 98051646MS - 94200	\$258,000
Other Financing Uses - Cyber Center	\$858,170
Total Non-Operating Pass-through Expenses	\$7,185,329
Budget Basis Surplus/ (Deficit)	(\$132,000)

Questions



Overview of Data Sales

Ivan Sumter

Director of Data Sales

Georgia Code – 50-25-7 and 40-5-2

50-25-7(a)

Georgia Technology Authority shall have exclusive authority to sell or execute license agreements on behalf of the executive branch of state government for an entire file of public information in any electronic format...

40-5-2

Georgia Technology Authority granted permission to establish license agreements to furnish electronic driving records to authorized entities. (DDS Certifies)

Motor Vehicle Reports

- Driver history reports are provided for specific allowable reasons:
 - Insurance
 - Employment
 - Credit
 - Rental car agency
 - Limited rating information
- Provided with cooperation from the Department of Driver Services

Violation Monitoring Service

- Monitoring of a driver's violation history through monthly submissions
- Currently insurance underwriting is primary purpose
- Provided with cooperation from the Department of Driver Services

Commercial Driver Violation Monitoring Service

- Introduced in January 2020
- Commercial Driver Violation Monitoring history through monthly submissions
- Employers with drivers who drive company vehicles are offered monitoring through Monitoring Service Organizations.
- Provided with cooperation from the Department of Driver Services

Georgia Felon Search

- Allows employers and interested individuals to do an online felony history check instantly
- Example: Employer may use Georgia Felon Search to see if a employment candidate has a felony conviction in Georgia
- Performed with cooperation from the Georgia Bureau of Investigation

Dealer Internet Inquiry

- Service enables auto dealers with a Master Dealer's License to check vehicle information
- Example: A dealer might use this service before accepting a vehicle for trade-in
- Provided with cooperation from the Department of Revenue's Motor Vehicle Division

Georgia Birth and Death Certificates

- ROVER (Request Official Vital Event Records) is an online application permitting authorized individuals to order a birth or death certificate online
- Orders are submitted online and fulfilled by the Department of Public Health's Office of Vital Records

Corporations Data

- Corporations data is sold to organizations with an interest in mailing/marketing to businesses registered to do business in the state of Georgia
- Provided with cooperation from the Secretary of State

Questions



Legislative Update

Cameron Fash

GTA Director of Intergovernmental Relations

Gold Dome Highlights

GTA-Specific Bills

- SB 53 (Sen. Hufstetler) – power to establish standards for state agencies' website design, navigation, and accessibility
- HB 134 (Rep. Anderson) – cybersecurity contracting and open meetings – **PASSED**
- HB 156 (Rep. Parsons) – mandatory cyber incident reporting – **PASSED**
- HB 159 (Rep. Parsons) – codify Cybersecurity Review Board
- HB 388 (Rep. Mainor) – Atlanta Technology and Energy Enhancement Authority Act
- HB 497 (Rep. Efstration) – code revision – **PASSED**
- HB 616 (Rep. Barr) – study potential state-wide unique ID system and centralized business website

Gold Dome Highlights - continued

Notable Legislation

- AFY21 Budget – \$26.5 billion (\$53.7 billion incl. federal money) – **PASSED**
- FY22 Budget – \$27.25 billion (\$49.6 billion incl. federal money) – **PASSED**
- HB 146 - Paid Parental Leave Act (Rep. Gaines) – **PASSED**
- HB 479 - Citizen's Arrest Law (Rep. Reeves) – **PASSED**
- SB 100 - Year-round Daylight Saving Time (Rep. Cantrell) – **PASSED**
- SB 202 - Election Reform (Sen. Burns) – **PASSED**
- Gaming – online sports betting, horseracing, and casinos
- Elected Official Pay Raise (Rep. Cantrell)

Questions



GTA's Service Delivery Model: Introduction of Private Sector Partners

Dean Johnson

Chief Operating Officer



Capgemini

John Cardillo

VP, Account Executive – State of GA

Mark Stein

EVP, State, Local and Education Sector

GETS Program Overview

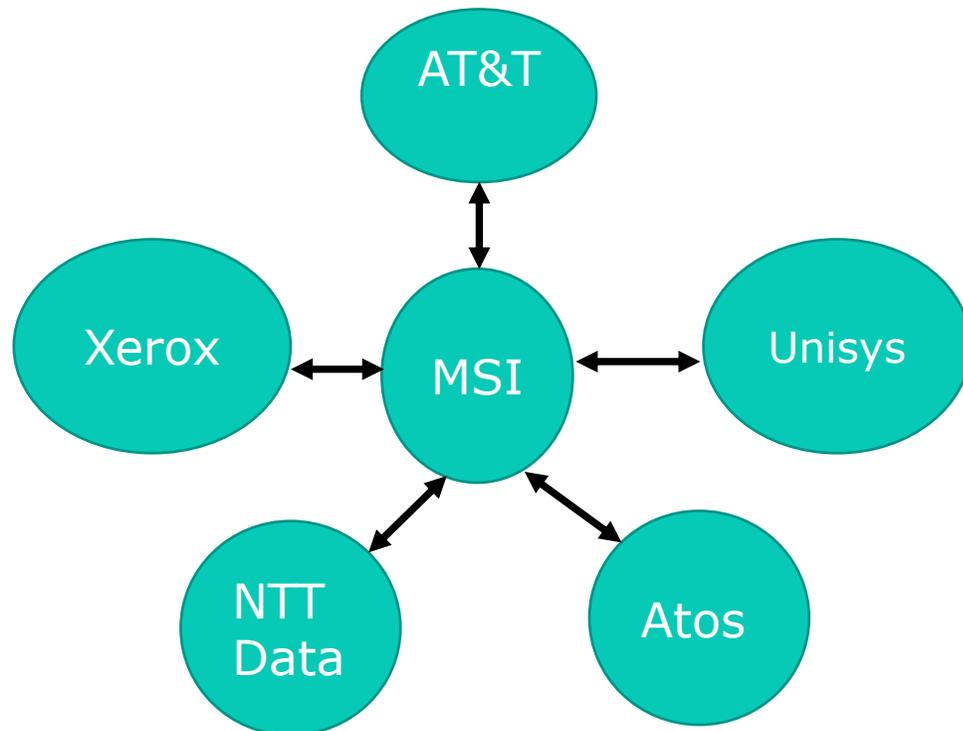


Secure, Reliable, Recoverable, Flexible

- GETS platform features plug-and-play model
- Allows quick response to changing needs
- A single business approach using multisourcing service integrator's tools, across multiple IT service providers
- Strong governance structure capitalizes on heavy engagement from agencies served
- Emphasis on service delivery, innovation, and transparency
- As the state's IT services broker, GTA matches agency business needs to best-suited services from IT market

Benefits of Service Integration

- The Service Integrator **is the primary operational interface** between the State of Georgia and its IT Service Providers and is **accountable for service performance**
- Manage separately contracted STP services to ensure they consistently work together to deliver business benefits



- A common Service Integration Framework
 - **The MSI role**, referred to as service integration, is evolving to help IT sourcing managers achieve integrated end-to-end service delivery across multiple providers, both traditional IT service providers as well as cloud service providers
 - **Increased End User Satisfaction** through digitizing how work gets done and providing web-accessible information tailored to each BU
 - **Reduce Non-Discretionary IT Spend** through effective cross-tower management and transparency
 - **Facilitates proactive business planning** by consolidating historical performance data with proactive business demand
 - **Enabling freedom by creating a plug-and-play supplier model** through standardized processes and tools

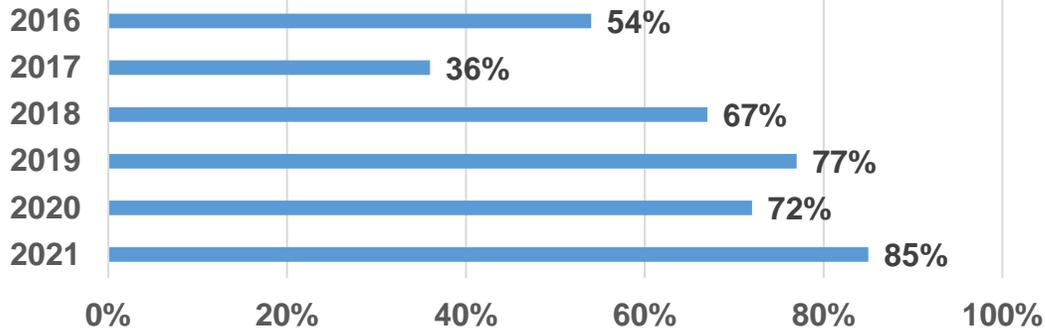
GETS Enterprise Cross Functional Processes



	Core	Enhanced	Performance	Strategic
Services	Service Desk	Service Catalog	Service Portfolio Mgmt.	Availability Mgmt.
	Event Mgmt.	Asset & Config Mgmt.	Service Level Mgmt.	Capacity Mgmt.
	Incident Mgmt	IT Service Continuity	Problem Mgmt.	Demand Mgmt.
	Access Mgmt	Project Mgmt.	IT Financial Mgmt.	Risk Mgmt.
	Information Security Mgmt.	Service Validation & Test	Business Relationship Mgmt.	Strategy for IT Services
	Request Mgmt.	Service Design		
	Change Mgmt.	Service Transition		
	Invoice Mgmt.	Communications		
	Architecture Mgmt			

GETS Program Customer Experience

Overall Satisfaction with GETS



Satisfaction rate has improved 57.4% since 2016; or 136% increase since 2017

Recipients: 28 AMC members and their proxies

Response Rate: 26/28= **93%**

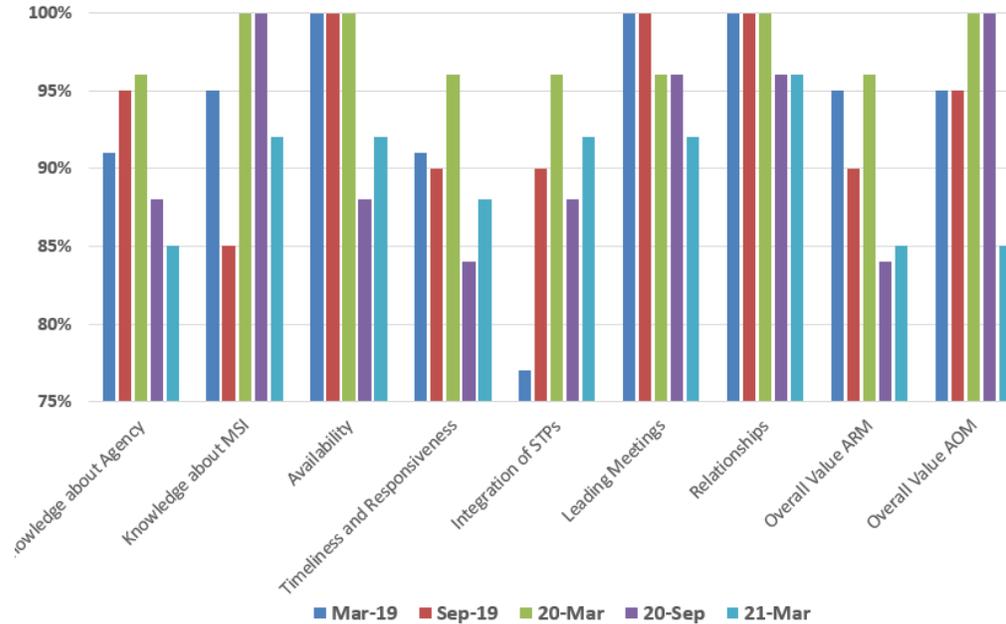
There were 2 non-respondents, however there was at least one respondent from each agency.

2020 Rate = 89% (25/28)

2019 Rate = 79% (22/28)

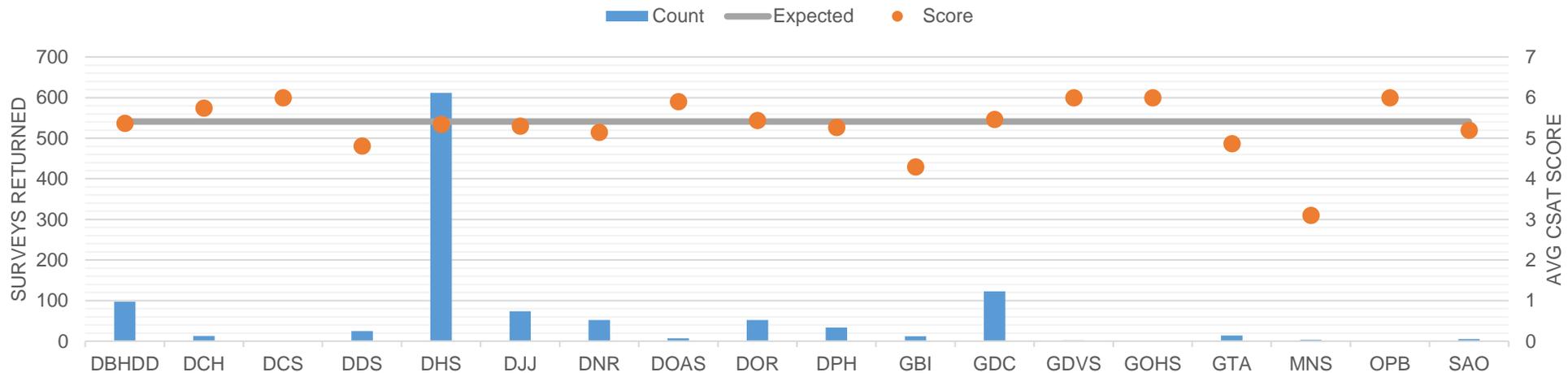
2018 Rate = 86% (24/28)

GETS ARM Satisfaction, Total Satisfaction*



In March 2021, ARM satisfaction was **85%**. Satisfaction in this chart is the sum of Somewhat Satisfied, Satisfied and Strongly Satisfied respondents.

Surveys by Agency



5.33/ 6.0 from Mar '20 – Feb '21 overall CSAT score.

State of Georgia SIAM Transformation



The Migration Approach

Tools Migration



Enhanced and New Services ServiceNow

Current GTA SIAM Services BMC Remedy

Core Services

- SACM / CMDB
- IT Information Portal
- Service Request Management System
- Service Catalog System
- Incident Management System
- Event Management
- Problem Management and KEDB
- Change Management System
- Availability Management System
- Capacity Management System
- Service Level Mgmt. and Reporting
- Knowledge Database
- Document Data Store
- Chargeback and Utilization Tracking System
- Project Portfolio Management and Reporting

Transformation

- Implement ServiceNow
- Enhanced CMDB data model and CI migrations
- Discover & Prototype new and enhanced services
- Migrate foundation and required historical data
- Enable ServiceNow applications
- Build Integrations between ServiceNow and SIAM tools
- Update workflows, approvals and notifications
- Build & Test SIAM processes
- Deploy updated SMMs
- Create reports/dashboards
- Deploy and cut-over to new solutions
- Training and hand-over of enhanced services to run teams

- **Enhanced** Supplier Management / Relationship Mgmt.
- **Enhanced** MIM Incident Management (comms / automation)
- **Enhanced** Problem Management (Proactive)
- **Enhanced** Change Management (CAB Workbench)
- **Enhanced** Service Desk (Digital) Virtual Agent, Live chat
- **Enhanced** Service Catalog, Portfolio and REQ Mgmt.
- **Enhanced** Knowledge Management
- **Enhanced** SACM, CMDB, SN Data reconciliation w Blazent
- **Enhanced** SLiM with feed into ServiceNow SAM
- **Enhanced** ServiceNow Event Mgmt
- **Enhanced** SLAs, SL Reporting dashboards
- **Enhanced** ServiceNow Orlando Platform
- **Enhanced** IT Service Desk
- **Enhanced** IT Service Management (ITSM Pro Gold Build)
- **Enhanced** ITBM (Availability, Capacity & Demand)
- **Enhanced** IT Security Clearance Database
- **Enhanced** ITFM w/Chargeback Mgmt.
- **Modernized** SIAM Portal
- **New Digital Governance** tools and framework
- **Operational Intelligence** Enhanced Reporting & Dashboards
- **Accelerate** Precision Bridge for accurate Data Migration
- **SIAM Data Archival Solution**: starting in 2015
- **ServiceNow Mobile client** Smartphone enabled

State of Georgia SIAM Transformation



The ServiceNow Integrated SIAM Solution is the foundation for Digital Transformation

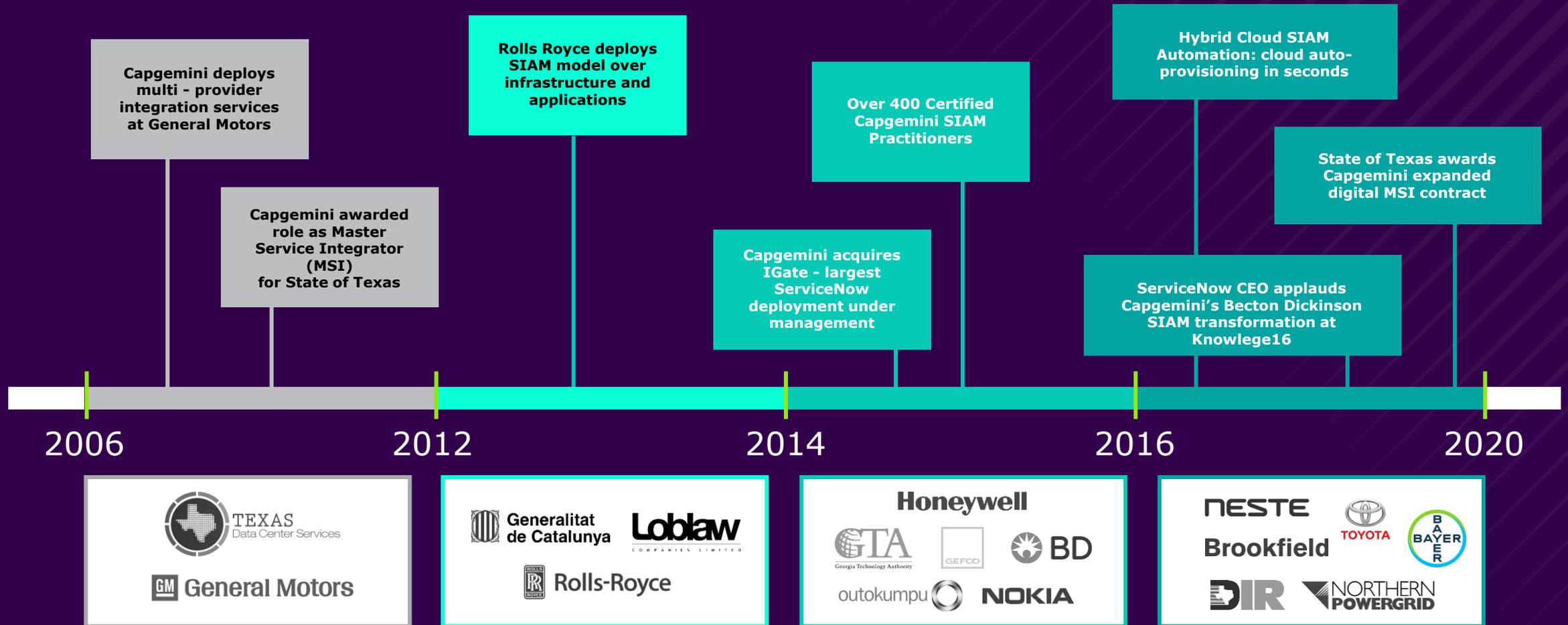
- Enhanced and Integrated Operational Practices across all tool sets
- Augmented Operational PaaS*
- Metrics & Analytics to manage Service Quality --- in Real Time
- Improved Business Interface
- Heightened Provider Interface
- Supplier Contract Alignment for SIAM
- Higher levels of "Cross-process integration"
- Automation to reduce operational complexity and cost
- Built in Governance Structures to help better manage and align with the Business, IT, and Suppliers



*PaaS: Platform as a Service

The Digital ITSM & SIAM Leader

Capgemini Entered This Space More than a Decade Ago



ISG 2020 Research Confirms Capgemini as SIAM/ITSM Leader



Business Value Service Management

Service Design & Transition

Service Operation & Delivery

Sourcing Information Management

Leader

Leader

Leader

Leader


2020 ISG Provider Lens™ Leader
Capgemini supports its U.S. clients to capture the value of digital SIAM.


2020 ISG Provider Lens™ Leader
Capgemini is a go-to-company for clients that are looking for practical advice on how to tackle SIAM/ITSM issues.


2020 ISG Provider Lens™ Leader
Clients that are interested in reducing risks and costs and want to realize the possibilities of Digital SIAM should consider Capgemini.


2020 ISG Provider Lens™ Leader
Capgemini has a visionary approach to SIAM, delivering strong SIM solutions.

Questions



Unisys

Michael Kreager

Client Executive – State of Georgia

Unisys Scope Of Work

Server / Storage Support

Cloud Brokerage Services

Data Center Management

AD / ID Administration

O365 Support

Backup and Recovery Services



Reliable

Redundancy



Scalable

Solutions and Costing



Acceptance

of Technology Roadmap



Unisys Accomplishments

Rapid Provisioning via Cloud Broker

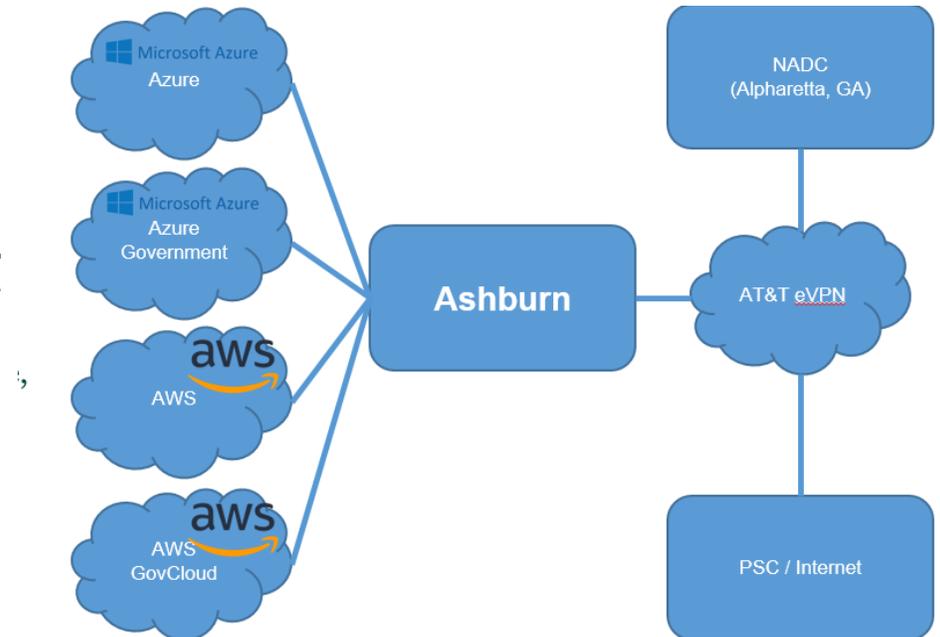
- A fully loaded server can be provisioned via the catalog < 1 hour

Server Virtualization facilitates NADC space reduction

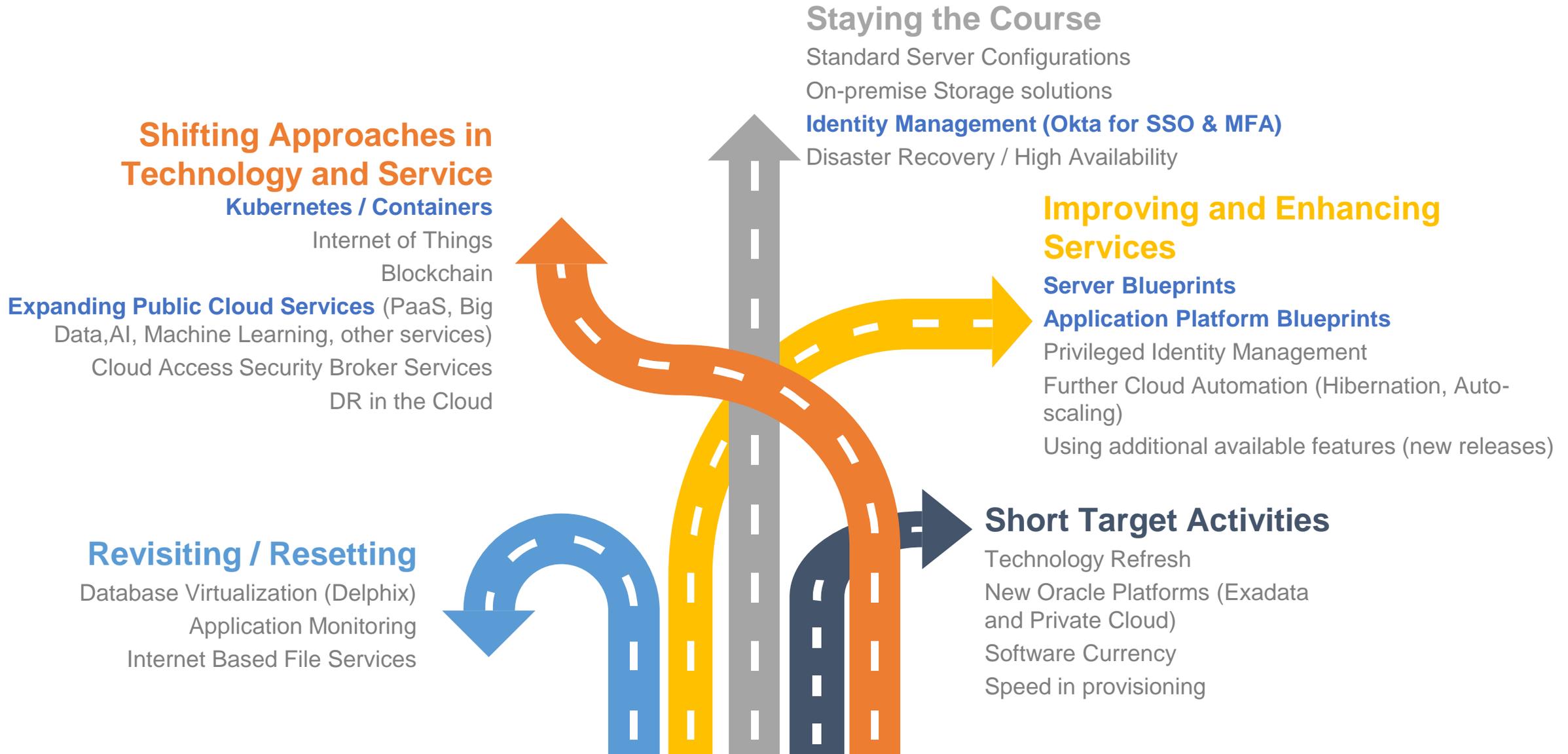
- VMWARE Hosted
- Cloud Hosted

Implementation of OKTA for ID Management

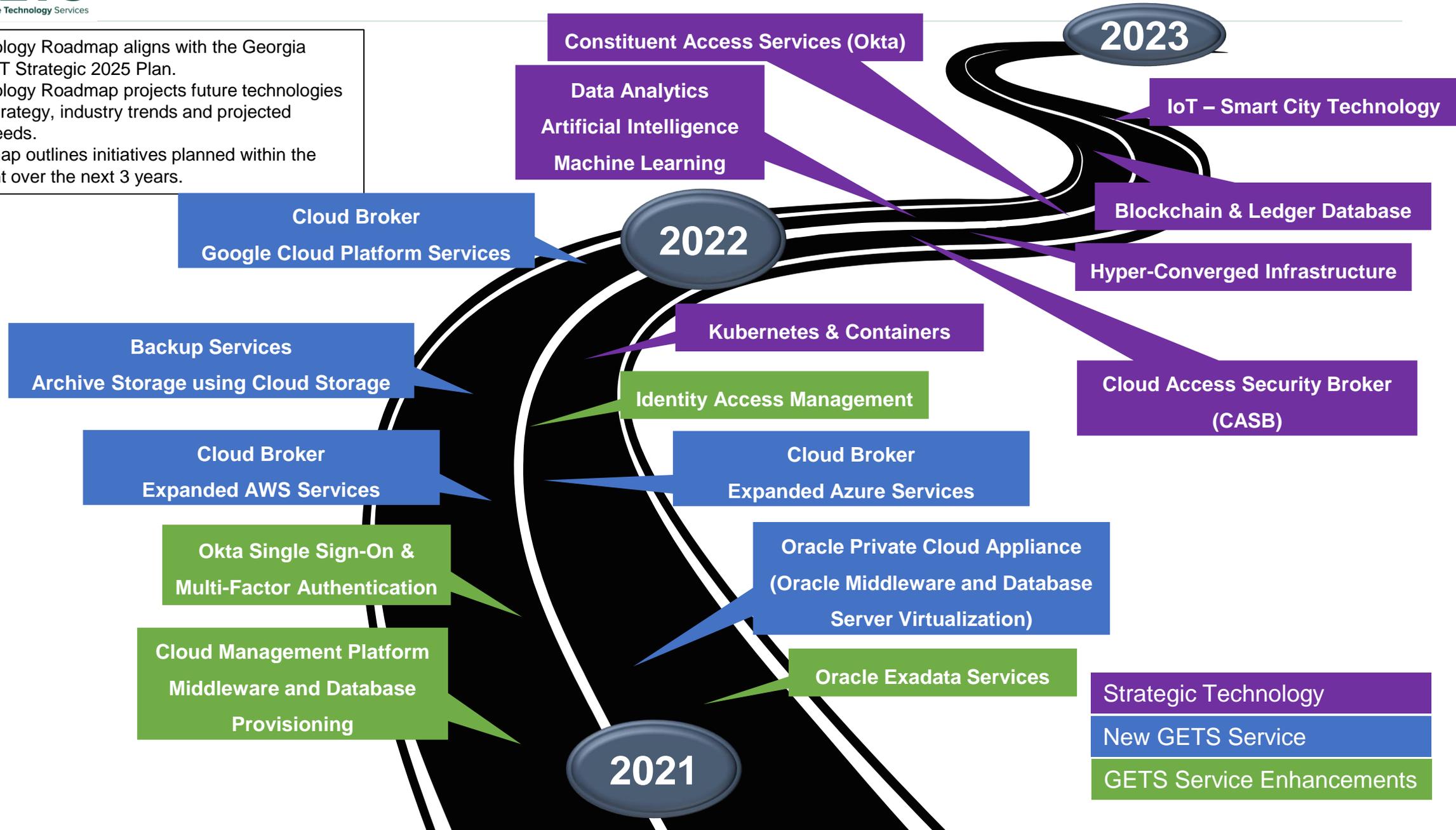
- Single Sign-on
- Multifactor Authentication



GETS strategy uses many approaches



- The Technology Roadmap aligns with the Georgia Enterprise IT Strategic 2025 Plan.
- The Technology Roadmap projects future technologies based on strategy, industry trends and projected business needs.
- The Roadmap outlines initiatives planned within the environment over the next 3 years.



Questions



GETS Governance

Dean Johnson

Chief Operating Officer



Architecture, Security, and Risk (ASR) Metrics

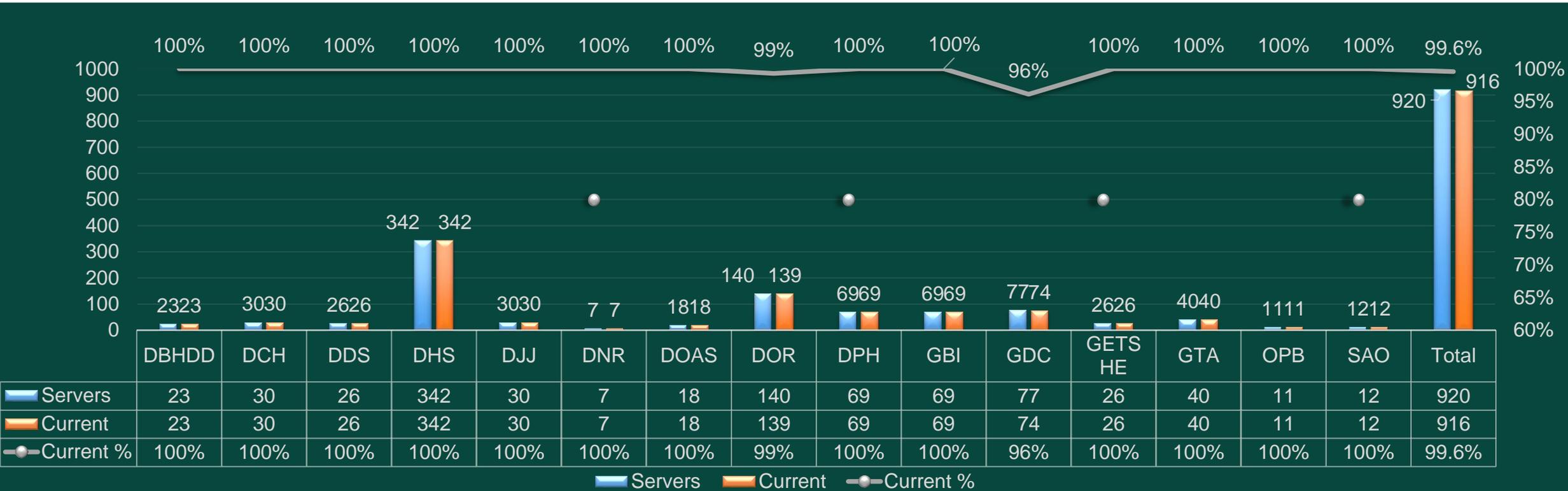
Monthly Metrics for April 2021



Server Malware Defense –Unisys

Source: State of Georgia Malware Status Report for **Agency Windows Servers**

On Average, 99.6% AV DATs at n-3or better for server endpoints



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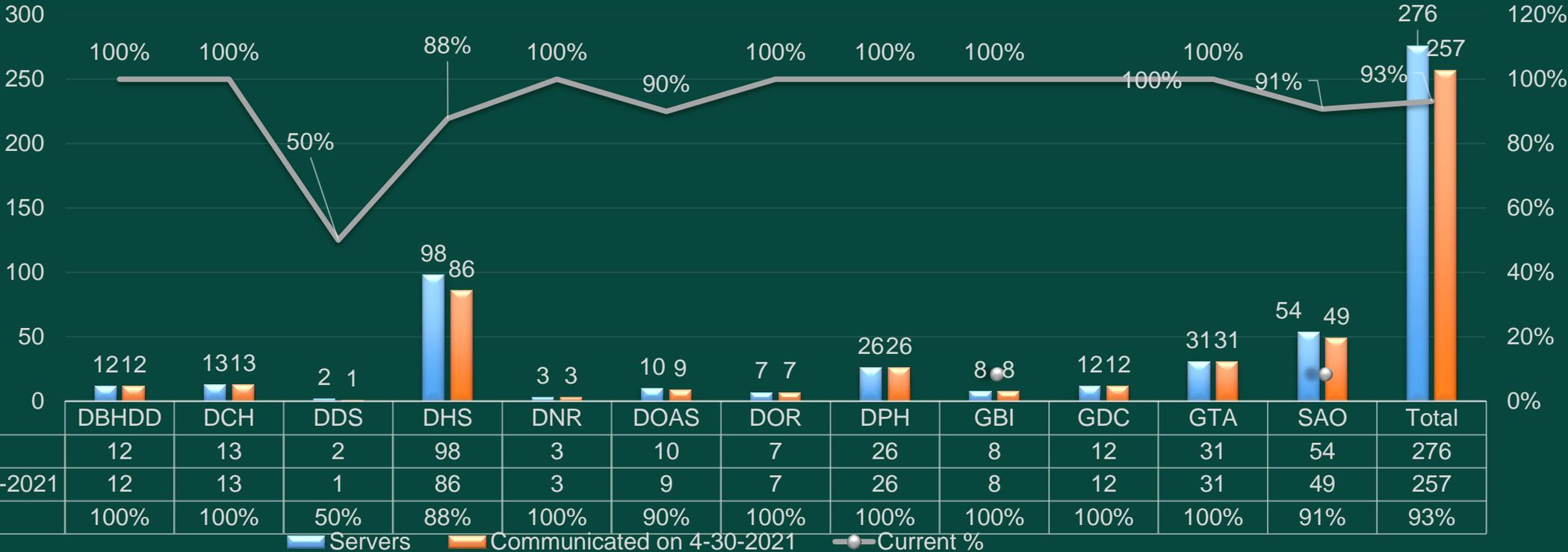


Server Malware Defense –Unisys

Source: State of Georgia Malware Status Report for **Agency Linux Servers**

On Average, 93% AV DATs (Snapshot that is based on the last communication date, 4-30-2021.)

Server Malware Defense



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Threat Events Report –Unisys

Source: McAfee EPO

Event Description	Number of Threat Events
■ Access Protection rule violation detected and blocked	81,237
■ Exploit Prevention Files/Process/Registry violation detected	26,927
■ Access Protection rule violation detected and NOT blocked	23,642
■ Port blocking rule violation detected and NOT blocked	23,238
■ Adaptive Threat Protection Would Clean	6,420
■ Infected file deleted.	5,604
■ An exploit was attempted and blocked	2,004
■ Unwanted program deleted.	30
■ File infected. Undetermined clean error, denied access and continued	2
■ Buffer Overflow detected and blocked	1
■ Infected file successfully Cleaned.	1
Total	169,106

Security Operations Center (SOC) Events APR 2021	
SIEM	
# of total events that were monitored	37,686,671,220
# of total events that triggered an alert	700,612
# of events that required triage and incident ticket creation	24
# of unresolved incident tickets	0
VMS	
# of systems scanned for vulnerabilities	34,280
# of critical vulnerabilities discovered	228,189
# of high vulnerabilities discovered	49,839
# of vulnerability remediation work orders generated	51
# of unresolved vulnerability remediation work orders	18

Office 365 Messaging Results

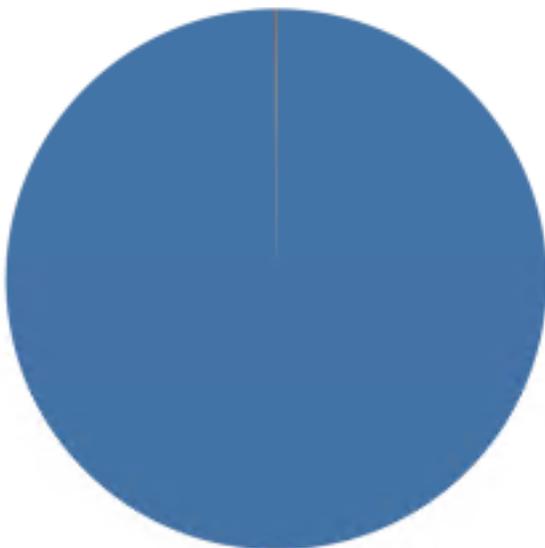
Presenter: Victor Dada-Wilson

Total email message attempts		30,746,350
Total received messages that were allowed as valid	19.92%	6,125,691
Total sent messages that were allowed as valid	33.79%	10,387,873
Total messages attempts that were identified as SPAM	14.27%	4,387,501
Total messages attempts containing Malware	0.00%	576
Total messages matching at least one rule	31.84%	9,790,300
Total messages matching a DLP policy	0.18%	54,409

McAfee EUC – Threat Actions

ASR Threat Deck

McAfee ASR Deck V2



Action Taken	Number of Threat Events	Percentage
Blocked	943,981	100%
Delete pending	597	0%
Allow	449	0%
Deny access	5	0%
Total	945,032	100%

Questions



GTA Board Executive Session

OUR VISION

*A transparent,
integrated enterprise
where technology
decisions are made
with the citizen in mind*

—

OUR MISSION

*To provide technology
leadership to the state
of Georgia for sound IT
enterprise management*

June 10, 2021



GEORGIA
TECHNOLOGY
AUTHORITY

Calvin Rhodes:
Office: 404.463.3550
Email: calvin.rhodes@gta.ga.gov

Teresa Windom
Office: 404.463.2340
Email: teresa.windom@gta.ga.gov

Next Meeting:
Sept. 2, 2021, 10:00 a.m.



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